
Mohamad Atwi

Beirut, Lebanon

Mobile Number (WhatsApp): +96171604597

Cairo, Egypt

Mobile Number: +2001003895416

E-mail: mohamad.atwi7@gmail.com

LinkedIn: www.linkedin.com/in/mohamad-atwi7

Education:

- Arab Open University – Lebanon ; Bachelor of Business Management – Finance with Microfinance ; 2020
- The Open University – Bachelor of Arts with Second class Honours – Business Studies Finance with Microfinance ; 2020
- Zahiya Salman Public School, Lebanon ; Baccalaureate ; Sociology and Economics ; 2014

Professional Work Experience:

❖ Atyab Farooj Egypt ;Restaurant General Manager ; 2022-Present

- Recruits, interviews, and hires team members, conducts performance appraisals, takes disciplinary action, motivates and trains
- Develop employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews.
- Provide direction to employees regarding operational and procedural issues.
- Develop and implement standard operating procedures
- Plan and coordinate menus
- Controls day-to-day operations by scheduling, ordering, and developing the restaurant team members.
- Maintains fast, accurate service, positive guest relations, and ensures products are consistent with company quality standards.
- Ensures food quality and 100% customer satisfaction.

- Estimate food needs, place orders with distributors, and schedule the delivery of fresh food and supplies
- Organize and supervise marketing and promotional activities
- Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility and labor costs.
- Controls profit & loss, by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions.
- Set and monitor budgets; analyze budget variances and take corrective action.
- prepare and analyze management reports
- Identify and estimate food and beverage supply requirements and place orders with suppliers; manage inventory for food and non-food items
- Maintain business results records

❖ **GHIYA HOLDING ;Beirut Lebanon 2016-2022**

- **STITCH Beirut; Outlet Manager (Opening) ;**
 - Overseeing the hiring process, interviewing candidates, picking new team members, and training them
 - Develops formal training plans and implements on-the-job learning events for restaurant employees.
 - creates and maintains effective employee relationships in the outlet
 - Implement policies and protocols that will maintain future restaurant operations.
 - Coordination of restaurant management operations on a daily basis
 - Deliver superior service and maximize customer satisfaction.
 - Responding efficiently and accurately to restaurant customer complaints
 - Create detailed reports on weekly, monthly, and annual revenues and expenses.
 - Organize and supervise shifts.
 - Establish and maintain business standards for accuracy, productivity, and reliability

- Maintaining the restaurant's revenue, profitability, and quality goals
- Inventory management
- Participates in service as necessary in accordance with the requirements and practices of the restaurant.
- Supports the optimization of financial results by driving sales and controlling costs.
- Manage the daily functions of the business

■ **FABRK Urban Lounge; Floor Manager (Opening) ;**

- Handle guests' complaints and ensure guest satisfaction.
- Managing staff
- Daily reporting
- Schedules guest reservations and arranges for private parties based on guests' requests.
- Follow up on food quality and food safety.
- Waste control
- Inventory and stock management
- Cost optimization
- Daily operating checklist
- Petty cash and cash flow
- Application of quality management
- Machinery and equipment effectiveness and safety
- Training on new products.
- Monitoring of food flow
- Plans staff time schedules on a weekly basis based on reservations and special functions.

■ **EL DENYI HEIK ; Restaurant Floor Manager (Opening)**

- Handle guests' complaints and ensure guest satisfaction.
- Managing staff
- Daily reporting
- Inventory closing
- Closing accounts

- Plans staff time schedules on a weekly basis based on reservations and special functions.

❖ **Reach Consultancy; F&B -Partner; October 2019 – April 2021**

- Bring in new business within the F & B industry all over the world.
- Oversee the execution of all the F & B projects.
- Improve the financial performance.
- Maintain good financial discipline.
- Developing the profiles of the company's people: their skills and abilities, and their strengths and weaknesses in depth
- Developing and assisting people by coaching and developing them.
- Build the company's brand, reputation, and profile across the F & B industry.
- Create long-term, compelling, and market-focused marketing visions and strategies.
- Fulfill the on-going requirements to deliver excellent service to clients in the context of their particular needs.
- Work to produce new solutions that create value for the clients.
- Actively help build the company's processes and systems that contribute to its ability to grow its business, including quality control and improvement, governance, and management structure.
- Contribute to the building of the company's intellectual property, including but not limited to precedents, templates, case management, and workflows.

❖ **Boubes Group; Beirut Lebanon 2013-2015**

- **Pomodoro; Zaitouna Bay; Beirut; Team leader;**
 - Handle guests' complaints and ensure guest satisfaction.
 - Food safety inspector
 - Manage the daily functions of the business
 - Daily reporting
 - Closing inventory and invoices
- **Cozmo café; Zaitouna Bay; Beirut; Shift leader;**
 - Closing accounts
 - Operating on the Navision system
 - Food safety inspector
 - Responsible for a section.
 - Manage the daily functions of the business

❖ **Beirut Golden Plaza: Beirut; Supervisor banquet; September 2009-2012.**

- Planning and organizing weddings
- Greeting clients and meeting with suppliers
- Handle guests' complaints and ensure guest satisfaction.

Training and Certificates:

- F&B Cost Controller internship, Ghia Holding. Feb 2018- Apr 2018
- Service training program, March 2017
- Powering forward training, February 2017.
- Taxation in the Ministry of Finance, training, October 2016
- Food safety level 1 training, 2015.
- Train the Trainer workshop, 2015.
- Customer service, training, 2015.
- Food and beverage, training, 2015.
- Microsoft beginner's training. 2015

Other Skills and Qualifications:

- **Languages:** Fluent in Arabic and English, basic in French
 - **Computer skills:**
 - MS Office
 - Navision system
 - Omega, Olive, Ace, Squirrel.
-